

Amendment 136

To the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System

This Amendment 136 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 2nd day of August, 2011, by and between ERG Transit Systems (USA) Inc, a California corporation and wholly owned subsidiary of ERG Limited, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.
- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for performing the work necessary to implement an approved scope of work of "Quick Fixes" to improve the usability of the Cardholder Website (CHW). This work is performed per RFCS-RFI #625 *Analysis of Web Recommendations* – Agency response dated March 28, 2011.
- C. The parties agree that the work necessary to implement the approved scope of work will be performed and compensated as described below.

Agreement

Section 1.0 Description of Work

- 1.1 The Contractor will perform the work necessary to implement an Agency-approved scope of work which includes a variety of "Quick Fixes" to improve the usability of the Cardholder Website. The Contractor will:
- (a) Provide the Agencies with a scope of work that is based on meetings with Agency staff and the Agency-provided CHW customer usability study entitled "ORCA CHW Recommendations".
 - (b) Update the scope of work as needed and meet with Agency staff to finalize the agreed solutions.
 - i. Identify pages/screens for the Agencies to provide new or revised content, "look and feel", or graphics.
 - ii. Confirm approved solution meets ADA requirements.
 - (c) Deliver approved solution documentation to the Agencies. This document will be delivered via RFCS RFI #625 (SEA-06475) and is entitled "Appendix B ORCA CHW Recommendations".
 - (d) Perform solution development, testing and delivery to the Regional Test Bed (RTB) with the next scheduled Maintenance Release. Agency staff will also perform RTB tests to confirm that the scope of CHW improvements has been satisfactorily delivered. The Agencies will have five (5) business days to review and test the changes.
 - (e) Meet with Agency staff, following Agency RTB testing, to review the Agencies' test findings.
 - (f) Resolve any issues identified in items (d) and (e) per the following process:
 - i. Raise and track a DEVI for any errors or omissions
 - ii. Determine a Release Plan/Schedule for the identified DEVIs.

Depending on the level of effort to resolve the DEVI, the work will be addressed as part of Maintenance Release 15 or in a scheduled Maintenance Release as agreed by the Agencies.

Section 2.0 Schedule

2.1 The Contractor will complete the work necessary to implement the CHW improvements in Maintenance Release 15.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

Section 3.0 Compensation Changes

Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

VI. IMPLEMENTATION

SPECIAL PROGRAMS

LUMP SUM COST

Amendment No. 136

To perform the work necessary to implement an approved scope of work of "Quick Fixes" to improve the usability of the CHW.	
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TOTAL	\$24,806
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Section 4.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment One Hundred and Thirty-six shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

ERG Transit Systems (USA) Inc.

By: Michael Cook
Its: CM

Date: 7-29-11

The Agencies

By: Carlene Carlson
Their: ORCA Operations Manager
On behalf of the Agencies
Date: August 2, 2011